DOCUMENT RESUME

ED 403 902 IR 056 277

TITLE	Differences Make Us Stronger. Diversity in the Library. [Videotape.]
INSTITUTION	American Library Association Video/Library Video Network, Towson, MD.
REPORT NO	ISBN-1-56641-026-6
PUB DATE	95
NOTE	Running time: 37 minutes.
AVAILABLE FROM	American Library Association Video/Library Video Network, 320 York Rd., Towson, MD 21204-5179 ($130 per videotape, ALA members receive a 10% discount).
PUB TYPE	Guides - Non-Classroom Use (055) -- Reports - Descriptive (141) -- Audiovisual/Non-Print Materials (100)
EDRS PRICE	Document Not Available from EDRS.
DESCRIPTORS	Academic Libraries; Access to Information; Communication Skills; Cultural Awareness; *Cultural Pluralism; *Diversity (Institutional); Interviews; Library Materials; Library Personnel; *Library Services; Public Libraries; *Staff Development; Users (Information)
IDENTIFIERS	Customer Services; Diversity (Groups)

ABSTRACT

The staff of libraries and the populations they serve grow increasingly more diverse. Library users of different ethnic backgrounds, with different abilities and different needs, challenge libraries to be the place for everyone to get the information and materials they need. At the same time, library staffs should mirror the diverse population they serve. This tape provides background information on diversity and looks at how increased diversity in the library affects staff and the customers they serve. The program is divided into five topic areas: (1) customer service; (2) materials, services, and programs; (3) communication; (4) the workplace; and (5) training. The tape includes interviews with academic and public librarians around the country on their approaches to encouraging diversity in the library. Intended for library staff, the tape can be viewed in segments or as a whole. The field of diversity is diverse itself and the tape provides many jumping off points for specific discussions. (Author/SWC)

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